



WASHINGTON STATE ATTORNEY GENERAL'S OFFICE

CONSUMER PROTECTION DIVISION

CONSUMER RESOURCE CENTERS

VOLUNTEER OPPORTUNITIES

OUR MISSION:

The mission of the Consumer Protection Division is to secure for the people of Washington State a marketplace free from deceit and unfairness through strong enforcement, effective education and creative problem solving.

The Consumer Resource Centers has a number of volunteer Complaint Analyst positions available. As a volunteer complaint analyst you will be in a professional office environment and respond to inquiries about consumer issues and provide alternative dispute resolution for consumer complaints.

Volunteer opportunities are available in the Consumer Resources Centers located in:

Seattle

Bellingham

Vancouver

WE PROVIDE:

- Transportation reimbursement (mileage or transit but not parking).
- Comprehensive and ongoing training in consumer issues and state government.
- Professional staff at all times to support and assist volunteers.
- A pleasant, spacious office environment for a broad range of volunteers.

VOLUNTEER COMPLAINT ANALYST'S RESPONSIBILITIES:

- Answer telephone inquiries from citizens, provide information on a variety of Consumer Protection resources.
- Provide alternative dispute resolution services on written consumer complaints, including writing and phone contact with businesses and consumers.
- Work within the guidelines and policies of the Attorney General's Office, Consumer Protection Division and the Consumer Resource Centers. Maintain confidentiality.
- Duties include using technology (computers, phones, databases), performing internet searches, filing, copying and scanning documents.
- Maintain a regular and reliable work schedule.

SKILLS AND EXPERIENCE REQUIRED FOR VOLUNTEER COMPLAINT ANALYSTS:

- A minimum commitment of 10-12 hours per week, with a minimum commitment for 6 months.
- Enthusiasm and a willingness to learn.
- Ability to effectively communicate in a professional, courteous manner in writing, in person and on the phone.
- Typing ability (no speed requirement, just accurate computer entries), and use email.
- Ability to use basic office equipment including copy/scanning and fax machines.

FOR MORE INFORMATION AND ONLINE APPLICATION:

Visit our web site at: www.atg.wa.gov

Seattle
Paul Corning
(206) 464-6372

Bellingham
Ruth Holbrook
(360) 738-6188

Vancouver
Jim McAdams
(360) 759-2154